



F.A.C.E.S.

F.I.R.S.T. in service, Action oriented, Caring, Enthusiastic, Sincere

DEPARTMENT OF BEHAVIORAL HEALTH

SPECIAL POINTS OF INTEREST:

New Assistant
Director

New Cultural
Competency Officer

Featured Article
Richard Hernandez

Evening with the
Stars

First Graduation
2009

Your Chance to Win

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Promoting Wellness, Recovery and Resiliency

Message from our Deputy Director

By Joseph Ralph Ortiz, Ph.D., MFT



Joseph "Ralph" Ortiz, Ph.D.,
Deputy Director, 24-Hour Services,

Greetings:

I am often asked by some folks how they can advance in the county. I always suggest that a person take stock of where they are, and where they want to go. What follows are some recommendations on how to develop an *Individual Professional Development Plan*.

The *Individual Professional Development Plan* is intended to be a "living document" that you can regularly review and revise as a way of designing professional and personal growth in the career of your choice.

- Where do I want to be one year from now?
- Where would I be employed? Doing what?
- What education or training would that require?
- What type of credentialing would that require?
- What other types of personal or professional changes have to occur?

- How will this affect other parts of my life?
- Where do I want to be three years from now? In five years? In 10 years?

Another way to conceptualize the plan is to describe in detail where you would like to be in your career in five years. Then ask yourself: what are the steps I have to take to get there?

You may also explore more than one pathway for your career if you are undecided at this point. Note what factors will affect your decisions, and when the decision needs to be made.

When developing your *Individual Professional Development Plan* and analyzing your skills and the skills needed for your career choice don't forget to consider what's known as transferable skills.

Transferable skills are abilities or talents that you have acquired during any activity in your life (e.g. jobs, classes, projects, parenting, hobbies, sports) that are transferable and applicable to the type of employment and/or career that you may be considering. For instance, a stay at home parent/homemaker might find that they have skills in budgeting, child development, food services, property management and so on.

Listed below is a set of skill examples for your review. The purpose of these examples is to help you identify skills and

abilities that you may have already used.

Teaching, mentoring, speaking, listening, helping, supervising, managing, analyzing, comparing, counseling, advising, learning, researching, investigating, building consensus, handling, organizing, leading, assessing, screening, case managing, motivating, treating, communicating, selling, inspiring, assisting, and supporting.

Some examples of how you may express these skills to a prospective employer are:

You can "calmly" manage a crisis. Or you may "dependably" organize projects. You can "accurately" report a problem. Or you can "creatively" develop a speech. You can listen in a "caring" fashion.

I encourage you to develop an *Individual Professional Development Plan*, and as you do, I hope the information I have provided is helpful to you.

Sincerely,

Joseph Ralph Ortiz, Ph.D

Deputy Director, Department of Behavioral Health

County of San Bernardino

Adapted from:

Bolles, R. N. (1996). What color is your parachute? Berkeley, CA: Ten Speed Press.



Announcement of New Assistant Director

By Lynn Neuenswander, Public Information Officer

The Department of Behavioral Health (DBH), is pleased to announce the appointment of Richard Louis, III as the Assistant Director of DBH.

Mr. Louis has over 25 years of psychiatric hospital, institutional, residential and community based mental health/chemical dependency management and operations experience. Mr. Louis is adept in strategic planning, finance, human resources, community outreach, team building and contracting and marketing business development.

Mr. Louis has served in the capacity of Vice President for Government Operations at College Health Enterprises, a privately held health care

system headquartered in Santa Fe Springs, California, for the past ten years. His primary responsibilities were to develop, manage, and operate program services focused on all aspects of medical, rehabilitative, chemical dependency and behavioral health care. Mr. Louis also served as California Director for Behavioral Healthcare Corporation in Rosemead, Regional Director for Public Operations at Charter Behavioral Health Systems in Covina, and Chief Operating officer at Charter Oak Hospital—Charter Medical Corporation in Covina.

In his new role as Assistant Director, Mr. Louis will assist the Director with oversight of



Richard Louis, III
Assistant Director
Department of Behavioral Health

department-wide planning and operations, program service delivery, and directing administrative and financial activities.

Please join the Director, Allan Rawland, and Administration in welcoming Mr. Louis to his new position as the Assistant Director. We look forward to the many contributions and leadership that Mr. Louis will provide to the Department.

Announcement of New Cultural Competency Officer

By Lynn Neuenswander, Public Information Officer



Veronica Kelley, MSW, LCSW
Cultural Competency Officer

The Department of Behavioral Health (DBH) is pleased to announce the appointment of Veronica Arespacochaga Kelley, MSW, LCSW, as the Cultural Competency Officer for the Office of Cultural Competence and Ethnic Services.

Ms. Kelley is new to the County of San Bernardino.

She obtained her master's of social work from the University of Southern California and her license as a Clinical Social Worker from the State of California Board of Behavioral Science. Ms. Kelley has been the Ethnic Services Manager for Behavioral Health Services in Orange County, California for the past ten years and brings with her an expertise in the field of Cultural Competence and Ethnic Services. Ms. Kelley served as Clinical Social Worker for three years at the College of Medicine, Department of Psychiatry and Human Behavior. Additionally, Ms. Kelley has five years of teaching experience at Mount Saint Mary's College, Ryokan College (both in Los Angeles) and California State

University, Fullerton (CSUF).

In her new role as Cultural Competency Officer, Ms. Kelley will plan, implement, monitor and evaluate cultural and linguistic healthcare and outreach services and programs, coordinate and promote quality and equitable care to racial and ethnic populations, and develop, coordinate, and facilitate the implementation of the Department's Cultural Competency Plan.

Please join the Director, Allan Rawland, and Administration in welcoming Ms. Kelley to her new position as the Cultural Competency Officer. We look forward to the many contributions and leadership that Ms. Kelley will provide to the Department.

Featured Article

Integrated New Family Opportunities (INFO) Peer and Family Advocate (PFA) Richard Hernandez

By Margaret Parker, Secretary I, Juvenile Forensic Program

RESTORING FAMILIES, ONE BY ONE

If you ask Richard Hernandez what he loves most about his job as a Peer and Family Advocate (PFA) with the County of San Bernardino Department of Behavioral Health, he will say, helping families and minors. This can be anything from getting a child the first bed he/she has ever had to encouraging a teen to get their GED, and it always touches him. Richard understands about needing help.

Before Richard became the PFA for the Juvenile Justice Integrated New Families Opportunities (INFO) Program, he had gone to the California Department of Rehabilitation (DOR), which helps people with disabilities obtain employment, looking for a way to get his life on track again. Richard's feelings of being a victim were preventing him from living a successful life. The classes at DOR helped him want to succeed and he found that advocating for the other clients helped him overcome his own situation.

Based on the results of the assessments he was given, his life experiences and the success he was having with the other DOR clients, Richard's counselor strongly urged him to become a Peer and Family Advocate.



Integrated New Family Opportunities (INFO) Program's Peer and Family Advocate, Richard Hernandez

Richard started with the INFO Program in February 2008. He works with Probation Correction Officers to assist minors coming out of the County Central Juvenile Detention and Assessment Center to successfully comply with their probation requirements. The minors often ask Richard how he knows so much about being on probation. He answers them by sharing experiences about his family members, who entered the probation system in their early teens and today in their 30's, are still on probation. Richard knows it's hard to get off probation and that the family services provided by the INFO Program are designed to redirect minors from the probation system. Richard provides mentoring and gives the minors individual attention, as if they were members of his own family.

Richard has attended many trainings for PFAs and he feels that the trainings have been extremely helpful to him in his work with the families and minors in the INFO program. For example, the "Bridges Out of Poverty" course helped him to identify which stage of poverty a family is in and therefore, what types of services would be most helpful to them.

Richard and the rest of the INFO team have had many successes in the program. Richard knows everyone has a story and being able to approach each individual with respect for his/her needs and culture helps to get him to the place where he can help them learn to help themselves.



Peer and Family Advocate Richard Hernandez discusses treatment planning with INFO Acting Clinic Supervisor Carolyn Latta-Clark (on right) and Social Worker Jean McCarthy (on left)

Mental Health Commission

By Dorean Glenn, Mental Health Specialist

Mental Health Commission (MHC) meetings are held on the first Thursday of each month (except August). Executive sessions begin at 10:30 a.m. and public meetings begin at 12:00 noon and last approximately two hours. Most meetings are held at the Behavioral Health Resource Center, 850 East Foothill Boulevard in Rialto (although meetings are sometimes scheduled in other parts of the county). ALL MEETINGS ARE OPEN TO THE PUBLIC, AND TIME IS SET ASIDE AT EACH MEETING FOR PUBLIC COMMENT.

The April meeting included a presentation by Dr. Ron Smith, Program Manager II and Dianne Sceranka, Integrated Healthcare Manager, who provided an update regarding the partnership between the Department of Behavioral Health, Public Health and ARMC. The partnership was created to research and identify potential sites to design a program model for integrated physical and mental health services.

June 30, 2009, the county will open its first Integrated Healthcare Center. The center will be called the Ontario Health Center and will be located on Holt Street in Ontario. Possible future integrated healthcare sites include Westside San Bernardino, Ranch Cucamonga/Upland and Victor Valley.

The April meeting also included a presentation of the Mental Health Commission's new website. Brief biographies of each member of the Commission will be included on the website along with information and updates about events, District Advisory Committee (DAC) meeting information, meeting minutes and meeting agendas. <http://www.sbcounty.gov/dbh/mhcommission/mhcommission.asp>

At the Mental Health Commission meeting on May 7, 2009, Kristen Martinez, Mental Health Education Consultant, presented information regarding May as Mental Health Month. She also announced the second anniversary of the creation of the Peer and Family Advocate (PFA) positions. She introduced Vivien Limon, Peer and Family Advocate II, who shared one of her recent accomplishments since becoming a PFA. Vivien applied for and received

a scholarship to attend a conference in Washington, D.C., where she was able to speak with Senators Feinstein and Boxer and their representatives about the housing shortage in Upland. Vivien also mentioned that Congressman Pete Stark is an advocate of mental health parity. Other PFA's then shared their inspirational success stories by video with the audience.

The MHC meeting on June 2, 2009, included a special presentation by Director Allan Rawland on the Fiscal Year 2009-2010 Budget Overview.

- The County Administrative Office is looking at a \$90-\$149 million county shortfall for F/Y 09-10.
 - DBH's F/Y 09-10 balanced budget for Mental Health and Alcohol and Drug Services was submitted to the CAO on April 6, 2009. Actions were taken to reduce the budget by \$30 million.
 - The largest portion of DBH's Mental Health funding comes from MHSA at 36%, followed by Realignment at 25%.
 - Per the Governor's May budget revision, counties are facing additional reductions.
 - DBH Mental Health Services will incur an additional reduction of \$13 million
 - DBH Alcohol and Drug Services will incur an additional reduction of \$13 million
- Chairperson David Ford urged everyone to write their State Legislators to express disapproval.

Dennis Terrones, Program Specialist, provided a PowerPoint presentation outlining the One Stop TAY Center/Crisis Residential Program relocation and renovation to 780 E. Gilbert St., Building H, San Bernardino. Tentative project completion date is April, 2011. The Mental Health Commission moved to submit the Proposal to the State.

Finally, Michael Day, Business Application Manager, provided a PowerPoint presentation outlining major steps to modernize and transform our current information system to provide:

- Technological support for consumer and family empowerment
- Electronic Health Records
- SharePoint for interagency Integrated Healthcare

The next MHC meeting will be held on July 2, 2009.

Evening With the Stars

By Lynn Neuenswander, Public Information Officer



Allan Rawland, Director of the
Department of Behavioral Health

On Wednesday, May 27, 2009, the National Alliance on Mental Illness (NAMI) in collaboration with the Department of Behavioral Health (DBH), and the Mental Health Commission (MHC) hosted the 4th Annual Awards Banquet, "An Evening with the Stars." The banquet is held to honor individuals and organizations that have made significant contributions in providing exceptional mental health services throughout our County.

The star-struck event took place at the Hilton Hotel in San Bernardino. The keynote speaker, Donald J. Kurth M.D., Mayor of Rancho Cucamonga, shared a deeply personal glimpse into his experiences as a homeless youth with addiction problems. He emphasized that without perseverance, hope, key supportive people and programs that promoted recovery he would not have been able to transcend addiction and forge his path to an Ivy League education and successful careers as both physician and public servant.

In addition, Cindy Messer, David Miller, and Robert Dotson, three Peer and Family Advocates employed by DBH, shared their inspiring stories about living with and overcoming mental health issues. They described their individual recovery processes,

where they are in those processes now, and their goals for the future. All three individuals expressed how employment with DBH has provided them independence and increased their self-esteem. Another common theme shared by the three speakers was their desire to help others realize and believe that there is hope for recovery.

In addition to the exceptional speakers, there was a wonderful dinner, professional entrainment (provided by Dayna Belcher), the premier of the brand new DBH informational DVD, and, **what the night was really all about**, the special recognition of the "2009 Stars."

The award categories and recipients were:

Behavioral Health County Program: The recipient was the Department of Behavioral Health **Office of Consumer and Family Affairs**; Honorable mention went to the Department of Behavioral Health **Supervised Treatment After Release (STAR) Program**.

Behavioral Health Contract Agency: The recipient was **Telecare**. Highlighted were Assertive Community Treatment (ACT), Member Assertive Positive Solutions (MAPS), and the Forensic Assertive Treatment (FACT) Programs; Honorable mention went to **Mental Health Systems, Inc. Success First**.

County of San Bernardino Staff Member: The recipient was **Bill Moseley**, Director of Veteran's Affairs; Honorable mention went to **Arvita Crabtree**, Clinic Supervisor

Department of Behavioral Health.

Contract Staff Member: The recipient was **Maria Cantu**, Mental Health Systems, Inc.; Honorable mention went to **Linda Hart**, Inland Behavioral and Health Services Inc.

Behavioral Health Community Advocate: The recipient was **Clara Wise**, staff liaison for the Vet-to-Vet Program at the VA Loma Linda Healthcare System.

Family Member: The recipient was **Maria Franco**, volunteer with the Promotores de Salud at the El Sol Neighborhood Center.

Peer Advocate: The recipient was **Annabel Najera**, President of the FUN Clubhouse in Rialto; Honorable mention went to **Edward Deyon**, member of Pathways to Recovery in Rialto.

Media Support: The recipient was the **San Bernardino AMERICAN Newspaper**, a community information source and resource; Honorable mention went to the **Press-Enterprise Newspaper**.



Deputy Director CaSonya Thomas
and Mental Health Specialist,
Jennifer Kachelek



Left to Right: Arelis Martinez, Intern Program Supervisor,
Mariann Ruffalo, Admin Manager, Kim Rosa, MH Clinic
Supervisor, Susan Davis, Intern Program Supervisor.

Mental Health Commissioners are Acknowledged

The Department of Behavioral Health would like to acknowledge the following Mental Health Commissioners. The Commissioners provide a voice to individuals and family members experiencing mental illness. They work diligently to promote Wellness, Recovery and Resilience to individuals, families and communities within the County of San Bernardino. The following Commissioners are being recognized this year for their extraordinary contributions.



Gabriel Gonzalez, Mental Health Commissioner, Second District. His artwork has been selected by the California Institute of Mental Health to be displayed on the incentive materials that will be used at the November 2009 Cultural Competence Summit.



Tanya Perry, Mental Health Commissioner, Third District. She was selected as a Citizen of Achievement for 2009 by the League of Women Voters of San Bernardino.



May Farr, Mental Health Commissioner, 2nd District and Veatrice Jews, Mental Health Commissioner, 5th District were both honored as Woman of Distinction for 2009 by California State Assemblyman, Bill Emmerson.



Congratulations to Department of Behavioral Health Staff



The Department of Behavioral Health would like to acknowledge the following staff members for obtaining their clinical license in 2009:

**Anjali Barse, LMFT.,
Mesa Clinic**

**Martha Jorgenson, LCSW.,
AgeWise**

**Kimberly Cox, LCSW.,
Community Crisis Response
Team (CCRT)**

**Bethany Magnelli, LMFT.,
Forensic Services**

**Tonia Henderson, LMFT.,
Jail Mental Health Services
(JMHS)**

**Tamara Parsons, LCSW.,
West Valley Detention Center
(WVDC)**

Clubhouses

By Bob Sudol, MH Clinic Supervisor

During the spring, our Peer and Family Advocates (PFA's), consumer volunteers and clubhouse members, were involved in many recovery and peer support activities in clubhouses and the community. Presentations included how to access housing, food stamps, public transportation, and educational and vocational opportunities. More than 70 consumers attended, graduated and received Peer and Family Advocate and Human Services certificates. Our consumers also attended various conferences and meetings such as the Spirituality Conference in Los Angeles and the California Network of Mental Health Clients regional meeting in Temecula. San Bernardino DBH had the largest number of representatives of all the Southern California counties at the Network meeting and strongly advocated for consumer rights and funding.

In addition, since January two major renovations were completed at our largest clubhouses, Victorville and TEAM House (San Bernardino), creating more user friendly space to serve additional consumers. Also, our Office of Consumer and Family Affairs received an award as the DBH program of the



TEAM House

year at the 2009, "Evening With the Stars" banquet. Two of our Clubhouse Peer and Family Advocates also spoke at this event and shared their inspiring stories of

recovery. As tough economic times and challenges face us all, the clubhouses continue to have increased attendance. They provide an oasis of support and assistance as vital services are cut back in other areas. Peers helping peers is an everyday event at the clubhouses where members form a helping community and a place to turn to for everything from getting a ride to pick up food and clothing to having a place to go when they just need someone to talk to. We invite you to visit any of our clubhouses/recovery centers to see for yourself peer support in action.



Compliance Corner

By Marina Espinosa, Compliance Officer

Assembly Bill 211 and Senate Bill 541 require every health care provider to implement safeguards to protect the privacy of patients' medical information from unlawful or unauthorized access, use or disclosure. The DBH Office of Compliance would like to offer tips to remind you how to be compliant with these regulations regarding Protected Health Information (PHI).

- If you are required to access or share healthcare information, remember to use the minimum necessary rule: only look at the screens that you need to perform your job and share only the minimum amount of information necessary
- Remember to remove charts from your office/cubicle when moving and return them to their proper location
- Do not access healthcare or personal information electronically or in hard copy, if it is not required of you to perform your job
- Do not confirm that someone is a client, if asked
- Do not send protected health information to your personal e-mail account or home to complete work
- An authorization from a client is not needed when using the PHI for the following purposes: treatment, payment or DBH operations and
- DBH is a covered entity that must comply with the HIPAA Privacy and Security Rules.

For more information regarding AB211 and SB541, please refer to DBH Policy: [Unauthorized Access of Confidential Medical Records Policy](#).

The Who, What, When, Where and How to report a suspected compliance violation:

The Office of Compliance
268 W. Hospitality Lane, Suite 400
San Bernardino, CA 92415-0026

Mail Code: 0026

The Office of Compliance
(909) 382-3127

The Compliance Hotline
(800) 398-9736

Compliance_Questions@dbh.sbcounty.gov

Something New and Improved in the Desert Region

By Charlene Daniels, Program Manager II, Desert/Mountain Region

Spring brings April showers, May flowers, spring cleaning and new life to the **Victor Valley Clubhouse**. As the first buds of spring peek their heads above ground, Clubhouse members are peeking their heads into the newly renovated Clubhouse. What brightness has appeared!

A transformation has occurred! With the flip of a switch, the clubhouse is illuminated with bright white light. The newly laid carpet is pleasing to the eye and the scent pleases the olfactory senses with the aroma of newness. Freshly laid vinyl tiles gleam in their cleanliness. The space is remarkable. Broken items have been removed and will be replaced with functional ones. A multipurpose room has been carved out from crowded storeroom, availing itself for crafts, ceramics, and other group activities. A laundry area has found its niche in the canteen section where members can purchase snacks and soft drinks across a Dutch door while awaiting their freshly laundered clothes. No longer will staff be relegated to a cramped office, as a larger office with work spaces for up to six staff has been set up. A serving window in the kitchen will allow members to be served their lunches while the kitchen staff can prepare the meals

without being crowded. Security and safety factors have been addressed and implemented. Additional groups have also been planned to instruct and encourage members to preserve the pristine appearance of the clubhouse. Several clubhouse members have said they were thrilled with the changes and "really love it." It is like starting out fresh and makes them feel more motivated to take on leadership roles as clubhouse members.



Barstow Counseling Center

Barstow Counseling Center staff and consumers are enjoying the new carpet and new paint which was completed the end of February. With the addition of plants and pictures, the clinic is bright, comfortable and inviting. Now we are all more aware of keeping the clinic free of spills on the carpet and smudges on the paint. We welcome everyone to stop by and visit, since we are proud of our "new clinic!"

December 2008, marked the beginning of the transition and implementation of the **Full Service Partnership (FSP) Program** at the Barstow and

Victorville Clinics. The FSP is a new way of "taking care of business". Presently we are focusing only on those clients who are at what is called "Level 4". These are the clients who are at risk of, or have had; several recent hospitalizations; homelessness; institutionalization; and/or involvement with the justice system. The main FSP tenet is to "do whatever is necessary" to help clients stabilize and become more independent. The goal of greater independence for our clients is reached through a partnership between the clients and the respective FSP team. Although a case manager or "coordinator" is assigned to each client, any team member can work with our clients at any given time. The success of the FSP clients hinges on the strengths of each FSP team member.

FSP is a 24/7 program staffed with an after-hours worker and supervisor. If a client's crisis cannot be handled over the phone, the after-hours worker can respond to wherever the client may be, in conjunction with an on-call Community Crisis Response Team (CCRT) worker. If the client's crisis cannot be resolved by the staff's response, he/she can be taken to the local Crisis Walk-In Center or hospitalized if necessary.

Looking into the future, Full Service Partnership programs will continue to be of great benefit to our clients. Early indications are very positive and the program has been well received by our clients. The FSP is truly an innovative and new way of "taking care of business."



Victorville Clinic and Clubhouse

Transitional Age Youth (TAY)

By Cheryl Placide, MFT, TAY Clinic Supervisor

The One Stop TAY Center held its First Annual Health Exposition Day on 4/23/09 at Blair Park and was attended by about 15 of the TAY youth. Activities throughout the day included hiking, flag football and basketball. The TAY Advisory Board developed a menu of healthy foods for a picnic. An educational presentation was also made by one of the TAY advisory board members about STD and HIV prevention.

The TAY Center also held its first 'Rate your 12-step meeting Contest'. TAY partners participated in attending various 12-step meetings in the San Bernardino area. They then rated the meetings from 1 to 5 stars and reviewed the positive

and negative aspects of each meeting. The information received will be used to help our youth find meetings that best fit their needs.

Two of our TAY partners completed a peer employment training program. The Peer Employment Training is a 70-hour class aimed at preparing individuals diagnosed with serious mental illness to develop skills needed to obtain competitive employment in the field of Peer Support. This training is an excellent opportunity for people with psychiatric experiences to take charge of their own recovery and then give back to their community by helping other individuals do the same. The

Peer Employment Training recognizes that there is no better person to inspire hope in an individual new to mental health recovery than someone who has "walked the same path" as that individual.

One partner has been hired as a Peer and Family Advocate by the Riverside TAY center to do peer support counseling.



**TAY Youth playing
flag football**

Workforce Education & Training (WET) Update

By Mariann Ruffolo, Admin Manager, Workforce Education & Training

So what's going on in Workforce Education & Training (WET)?

- The interns are completing their placements for the 08/09 school year. Thanks to everyone who participated as a field instructor or provided administrative supervision! New Psych and MFT interns will begin July 1st, and Social Worker interns will begin in September.
- The License Exam Prep Program has been approved, and lists were sent to the vendors and participants notifying them that they could start calling.

Congratulations to all participants!

- Several ROP teachers will be participating in a job shadow event during the week of July 20, 2009. They will then develop a behavioral health curriculum that they can incorporate into the healthcare courses they already teach. The goal is to have some of their students participate in a high school internship program next summer.
- Annual Compliance Training has been loaded on EL and assigned to all staff. It is due to be completed by July 15th. In the future, look for

monthly online training topics which will save staff from having to travel.

- A Resource Specialist curriculum has been created and can be assigned to FSP staff, caseworkers or other staff who may benefit from learning how 211 makes referrals. This is a national curriculum used to train 211 staff available to DBH and contract staff for free.

For information about any of these exciting opportunities, contact the WET Program at (909) 873-4421 or training@dbh.sbcounty.gov.

Workforce Education & Training (WET) Presents March, April and May Employees of the Month

By Mariann Ruffolo, Admin Manager, Workforce Education & Training



March Employee of the Month:

Brandy Nelson

Title: Social Worker II

Program: Kinship Matters ADS

Nominated by: Armando Chavez

Summary of Nomination:

Brandy Nelson is:

- **Friendly**—ADS staff and outside contacts have experienced Brandy's friendly attitude and disposition.
- **Interested**—As demonstrated by contacting outside community sources in order to bridge the gap and fill the need in the lives of children in our community, Brandy's networking skills have resulted in students and their families being able to attend a Clippers basketball game for free.
- **Responsive**—She has gone above and beyond the call in responding to the needs of children both within and beyond the program she is involved in.
- **Service Oriented**—Her heart to serve the needs is evident in that she is constantly collaborating with others on how to link clients to services and resources they are in need of even before they are voiced. Her efforts have ensured students at Morgan Elementary School receive free services such as haircuts, braiding, and personal necessities such as jackets, and clothing.
- **Trust Worthy**—Since joining the team, she has followed through on commitments and proven to be an individual worthy of one's trust.

Daniel Wood

Title: Social Worker II

Program: Victor Valley Behavioral Health

Nominated by: Kevin Lee

Summary of Nomination:

Mr. Woods greatest accomplishments came when he was in charge of the VVBHC Clubhouse. He came in and provided much needed structure to the Clubhouse, yet was able to empower the members to run their clubhouse as independently as was realistically possible. Mr. Wood brought a fiscal check and balance system to the VVBHC Clubhouse with a daily accounting of funds raised by its members. He is a very good and trusted representative of the Department, often taking our Clubhouse clients to High Desert Mavericks games, bowling or down to the Mental Health Commission Meetings. He unselfishly helps out in Triage when asked, even though he may have a number of tasks from his caseload that need to be completed. Mr. Wood is not only just a great worker, but a great human being, and the epitome of Service First and the quality of worker we must pursue.

April Employees of the Month:

Tiffany Tran

Title: Office Assistant III

Program: Access Unit

Nominated by: Jim Bierman

Summary of Nomination:

Tiffany consistently comes in early, works hard and is a top producer in her section. She is innovative, a team player, and always volunteers to help or explain how to do something. She was recently moved the responsible position of financial assistant without a

change in job title or pay. She cheerfully and efficiently performs these job duties. She efficiently meets deadlines to get FFS providers paid in a timely manner. She is a leader in her family and the access unit.

May Employee of the Month:

Lorena Frey

Title: Clinic Therapist

Program: Gateway

Nominated by: Allison Cunningham

Summary of Nomination:

Lorena Frey has gone above and beyond in helping the FAST clinic to screen and provide ongoing clinical services to Spanish speaking minors that are currently detained at Central Juvenile Hall due to the lack of a Spanish speaking therapist within the FAST team. She makes herself available when needed and collaborates not only with the FAST team but with Probation staff to better serve detained minors. Ms. Frey has also provided family therapy to a minor, and his family, to assist him in dealing with his loss issues and the fact that his extended family was unable to have him reside in their home. Ms. Frey also provided support to the foster parent as well as on going clinical services to this same minor when he was released to a foster home. She provided the above services with enthusiasm, dedication and with a service first attitude.



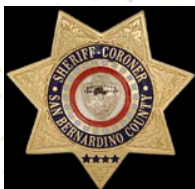
Congratulations to Rose Versage, Clinic Supervisor, WVDC. She is the proud recipient of the **Chief's Award**. San Bernardino County Probation Department presented Rose Versage with the **Chief's Award** for her dedication and outstanding performance. This is the first time they have recognized anyone outside of the probation department.

Congratulations to Sarah Eberhardt-Rios, Program Manager II, Quality Management Division in her selection as the DBH recipient for the **Award of Excellence** from the County of San Bernardino.

Community Crisis Response Team (CCRT) Receives Accolades

By Cynthia White, Program Manager I

The Department of Behavioral Health's Community Crisis Response Team (CCRT) Receives Accolades from San Bernardino County Sheriff's Department.



The Community Crisis Response Team (CCRT) is a "God Send" stated Lt. Dale Mondary, in recent correspondence with

Lt. Glenn Gwaltney, Crisis Intervention Training Coordinator of the San Bernardino County Sheriff's Department.

Declared by the National Association of Counties a model program, CCRT was implemented by the County of San Bernardino Department of Behavioral Health (DBH) in response to increasing community needs. The program, which operates 24 hours a day, consists of teams of specially trained mental health professionals who provide mobile crisis assessment and intervention for children, Transitional-Age-Youth (TAY) and adults who are brought to the attention of law enforcement and other emergency responders. The CCRT teams are available for service in the Central and West Valleys, Morongo Basin, and the High Desert.

In the six month period from July 2008 to January 2009, the High Desert CCRT received 450 requests from High Desert emergency rooms. CCRT responded and was able to assist 447 times, greatly reducing the need for law enforcement involvement. Emergency room calls for mental health issues can pull a deputy away from the area for up to five hours to hospitalize a consumer. Lt. Gwaltney stated that in his opinion, "The

cooperative efforts of law enforcement, CCRT, and the Crisis Walk-In Clinics (CWIC) in the High and Low Deserts, have been a huge success!"

The collaboration between DBH, law enforcement, Telecare Corporation's CWIC and local hospitals has resulted in a reduction of unnecessary psychiatric hospitalizations from the High Desert. "This is a model of how cooperation between county and private agencies results in excellent care being provided to our citizens," stated Allan Rawland, Director of Behavioral Health.

In fiscal year 2007/2008 CCRT received a total of 3,820 calls from all regions of the county. Of those calls, 54% were diverted from hospitalization. CCRT expects to respond to approximately 5,800 requests for service in fiscal year 2008/2009.

Additionally, through seminars, workshops and presentations, CCRT provides mental health education to law enforcement agencies, schools, hospitals, fee-for-service contractors, other county agencies (e.g., Department of Children and Family Services and Adult Protective Services), group homes, resource centers and local community and faith-based organizations.

The current economic situation in the County has increased the consumer base for DBH. CCRT is positioned as first responders to assist individuals in dealing with their current crisis situations and to help locate personal and community resources to maintain healthy lifestyles.

COUNTY SERVICE AWARDS

5 Year Pin

10 Year Pin

Milagros Bran
Office Assistant III
Kelline DeEspinoza
Psychologist
Angel Garcia
Clinical Therapist I
Gwen Hill
Psych Tech
Martha Jorgenson
Peer Counselor Coordinator
Gabriela Miramontes
Clinical Therapist I
Ladrina Moffatt
Clinical Therapist I
Anna Ortega
General Service Worker II
Sharon Popoff
Supervising Office Specialist
Karen Sebzola
Accounting Technician
Diane Terrones
Parent Support Coordinator
Niema Toms
Fiscal Assistant
Tiffany Tran
Office Assistant III

15 Year Plan

Lillian Galarza
Training and Development Specialist
Narcedelia Garnica
Office Assistant III
Cheryl Limbrick
Office Assistant III
Vern Van Voorst
Clinical Therapist II
Gregory Walker
Clinic Supervisor

20 Year Pin

35 Year Pin

Brenda Henry
Office Assistant II

Conditional Release Program (CONREP) Clients Love to Express Themselves Creatively

By Ladrina Moffatt, LMFT, Clinical Therapist I

The Conditional Release Program (CONREP) is a team-based environment. As a clinical therapist in the program, I have been exposed on a regular basis to the day treatment program conducted by our Occupational Therapist, Lori Davis. One of Lori's more popular groups is Creative Expression, where the clients are provided various arts and crafts projects in a group setting.

The majority of our consumers live month to month on a very limited income. I have witnessed first-hand the joy it brings to the consumers to give the items they make in Lori's group as gifts to their loved ones. I have also observed my typically introverted, chronically mentally ill consumers commit to the completion of a particular project. When I asked "Sammy" why he enjoys Creative

Expression, he responded, "In that group I learn to focus and use my mind to create, it is very enjoyable." "Bruce" is an individual with a psychotic disorder and a long history of violence. However, through treatment he has overcome his past. He really enjoys and benefits from the Creative Expression Group. Bruce states, "That group helps me reflect back to when I was young and makes me remember when I used to do that kind of stuff as a kid. We need that kind of stuff in our life as adults, Lori teaches us a lot in that group, it helps."

Lori is frequently confronted with questions such as, why should clients spend precious treatment time working on art projects? Her response is, "To provide opportunities for the consumers to master concrete tasks, develop a sense of

accomplishment, and develop and improve work skills as needed to recover and live a satisfying life. Not only have I seen the resulting benefits, in my own consumers, the consumers themselves have expressed the personal benefits they receive from the group. Time and time again, I have heard comments such as, 'Working on creative projects brings out a different side of me,' 'I did something that I never thought I could do,' and 'It expands my mind.'"

I have learned from this exposure that personal growth comes in many forms. By participating in a Creative Expression Group consumers develop a sense of accomplishment through mastery, improved problem-solving abilities, and improve self-esteem, among many other positive outcomes.

Supervised Treatment After Release (STAR)

Dr. Tim DeChenne, Clinic Supervisor-STAR Program

The Supervised Treatment after Release (STAR) program was recently recognized by California's Council on Mentally Ill Offenders. The program was awarded the 2009 Best Practices Award. The Council was created by California legislation in 2001, and part of its purpose is to identify and encourage effective forensic mental health programs.

The award presentation was made on March 18, 2009 at the 34th Annual Forensic Mental Health Association of California Conference at the Embassy Suites Hotel in Seaside, California. The award was presented to STAR for "achieving a very positive approach to addressing adult offenders using individually-tailored, evidence-based practices and effective collaborative teams to achieve success." STAR is a voluntary court-referred

treatment program for participants with serious and persistent mental illness. Participants in STAR are referred through the Mental Health court as a voluntary condition of their probation.

STAR was created to affect a shift in institutional response from the criminal justice system to the mental health system, and to maintain seriously mentally ill individuals in the least restrictive environment possible consistent with personal and community safety. Research data has demonstrated that these goals have been met. An analysis in 2006 of the behavior of 149 participants over a seven-year period indicated that from the pre-treatment to the post-treatment period bookings had decreased by 64%, jail days had decreased by 65%, and the total

number of institutional placement days was reduced by 66%.

A more recent study examined 32 clients who had graduated from STAR in the spring of 2009. The per-year rate of incarceration and hospitalization was compared for a five-year pre-treatment period versus the one to two year treatment period. During the treatment period per-year jail days decreased by 67% and per-year hospital days decreased by 74%.

STAR was the only adult program in the state to receive the Best Practices award this year.



Duane E. McWaine, M.D., Medical Director, Didi Hirsch Community Mental Health Center, and Tim DeChenne, Ph.D. STAR Program Supervisor

Jail Mental Health Services (JMHS) New Intake Program

By Christina Entz, Clinic Supervisor JMHS

On November 1, 2008, Jail Mental Health Services (JMHS) implemented an extension of its services to the Sheriff's Intake Department at West Valley Detention Center (WVDC). The hours of operation are Monday through Friday from 7:30 a.m. to 11:30 p.m. Upon entry all detainees are evaluated by a Registered Nurse (RN), and if there is any current or past history of mental health treatment, he/she is then immediately referred to a JMHS clinician for a mental health evaluation. At booking, a JMHS clinician is able to provide an initial screening and/or clinical assessment of the mentally ill consumer. Prior to

implementation of the new program, the mentally ill consumer was usually referred to JMHS by a referral form which then placed them on a waiting list for the next available JMHS clinician. The initial contact with the clinician could take up to 72 hours from the time the consumer was first placed on the waiting list. Now, detainees are able to be screened and/or assessed by a JMHS clinician prior to being housed in the detention center.

This program is vitally important for two reasons: First, it continues to reinforce the importance of continuity of care

for all individuals. Consumers are triaged more rapidly, and are able to receive both a clinical assessment and a possible psychiatric evaluation within a shorter time period than under the previous practice. In addition, consumers currently receiving psychiatric medications in the community are able to continue their medication regimes with little to no disruption. Second, the program continues to reinforce our collaboration with the Sheriff's Department custody and medical staff by allowing for improved communication and seamless care for the mentally ill consumers.



From the Editor

Hello,

The theme for 2009, May Mental Health Month was "Live Your Life Well." This year in the County of San Bernardino, the Department of Behavioral Health promoted May Mental Month by:

- Requesting and receiving a Resolution from the County of San Bernardino Board of Supervisors declaring May as Mental Health Month
- Hosting a mental health awards banquet to honor individuals who went above and beyond in providing mental health services
- Collaborating with the Office of Consumers and Family Affairs to organize an art exhibit at the County's Government Center

I would like to thank all the individuals who worked so hard to help make these events successful in increasing community awareness and reducing

stigma regarding mental health issues. Additionally, I would like to congratulate the recipients and honorable mentions that were honored at the mental health banquet.

To further promote the theme for this year's Mental Health Month, I would like to share with you five tips that may help reduce the effects of stress and help you cope with life's many challenges:

1. Connect with others
 - People who feel connected are happier and healthier
2. Get physically active
 - Exercise can help relieve insomnia and reduce depression
3. Get enough sleep
 - Not getting enough rest increases risks of weight gain, accidents, reduced memory and heart problems

4. Eat well

- Eating healthy food and regular meals can increase your energy, lower the risk of developing certain diseases and influence your mood

5. Get professional help if you need it

- More than 80 percent of people who are treated for depression improve.

www.mentalhealthamerica.net

I hope you enjoy this edition of FACES and I encourage you to share your ideas, suggestions and/or stories that you would like to see printed in future editions. Please send your submissions to Doreen Glenn at dglenn@dbh.sbcounty.gov.

Sincerely,
Lynn Neuenswander
Public Information Officer

Trick of the Trade

By Amber Carpenter, Mental Health Specialist, OPPD



When giving presentations, do you ever find your self minimizing your PowerPoint or spreadsheet to find a video clip or file scattered some where distantly on your hard drive? Do you ever wonder how people create those little [blue links](#) that you find in websites or emails? If you answered yes to either of those questions, this article is for you!

The first thing you need to know is that the little blue link is called a "hyperlink". A hyperlink is used to connect an item in a document (be it a word, a picture or an email address) to another file on your computer or a web site. For example if you wanted to link the words *Mentally Healthy Babies* to a video on nutrition and mental health on your computer, you would use a hyperlink.

Just follow these simple steps to create a hyperlink:

Step 1. Highlight and right click on the item you want hyperlinked

Step 2. Click on the word hyperlink* (Please note the world and link symbol). A window will then pop up giving you the option of linking your text to an existing document, webpage, new document or email address.

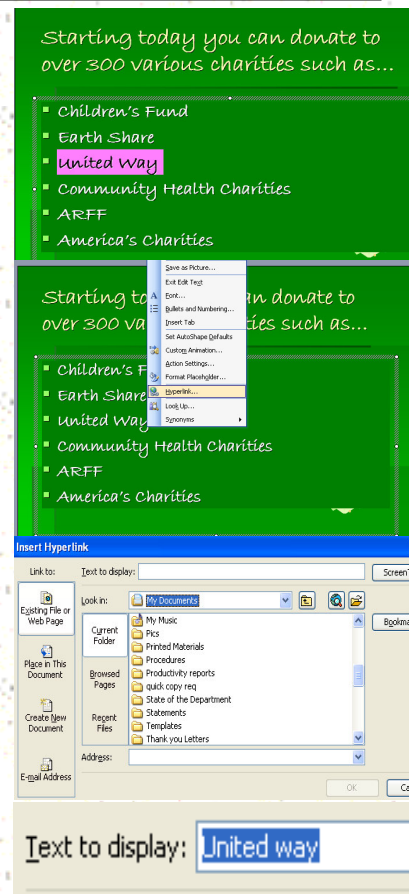
Step 3. Select the item you want linked and type the address (email or web) or search for the existing file on your computer.

Step 4. Verify that the word or item you want linked is correct in the box entitled text to display**.

Step 5. Enjoy!

*You may also select the hyperlink (world and link) symbol on the standard tool bar or on the drop down insert tab.

**If it is a picture or sound file this box will be disabled.



Look for a meeting
in July for more
information.

Question of the Quarter: Your Chance to WIN!!

Question:

What was Supervised Treatment After Release (STAR) awarded by the California's Council on Mentally Ill Offenders?

Answer _____

Submit your answer to dglenn@dbh.sbcounty.gov by August 14th.

Five names will be drawn from the correct answers received. Each of those individuals will receive one Cinemark movie pass.

CINEMARK
CENTURY THEATRES. *Cinemark* *Grandview*

DEPARTMENT OF BEHAVIORAL HEALTH

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Vision

We envision a County of San Bernardino where all persons have the opportunity to enjoy optimum wellness, whether they have experienced mental illness, substance abuse or other addictions.

Mission

The County of San Bernardino Behavioral Health Programs strive to be recognized as a progressive system of seamless, accessible and effective services that promote prevention, intervention, recovery and resiliency for individuals, families and communities.

Values

We embrace the following values:

Clients and families as central to the purpose of our Vision and Mission.

Sensitivity to and respect for all clients, families, communities, cultures and languages.

Effective services in the least intrusive and/or restrictive environment.

Positive and supportive settings with state-of-the-art technologies.

Open and honest dialogue among all stakeholders.

Partnerships and collaborations that share leadership, decision-making, ownership and accountability.

Each other as our most valuable asset and collectively, the empowerment that this provides.

A well-trained and competent workforce.

Empowering and supporting staff in their personal and professional development.

Responsible use of our resources to ensure financial sustainability.

County of San Bernardino
Department of Behavioral Health

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Trustworthy!

